



Phone & Videochat  
Mediation Available

# Northern Frontiers Services

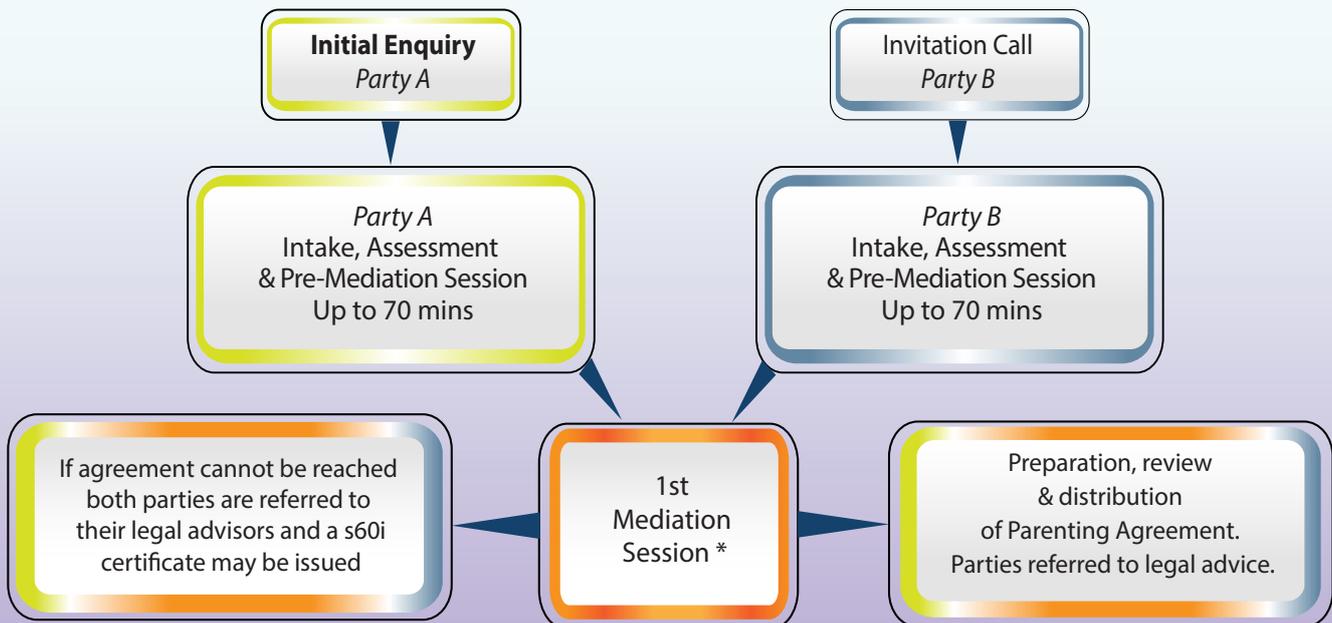
No Long  
Waitlists

## FAMILY LAW MEDIATION *Cairns & Australia-Wide Service*

Family Dispute Resolution (commonly known as family law mediation) is a process designed to assist separated families sort out their parenting and/or property issues between themselves and with the assistance of a mediator and their legal advisor if preferred. Separated parents are given the opportunity to generate their own parenting and/or property agreements, that suits their own unique family situation, with the assistance of a fully-accredited Family Dispute Resolution Practitioner (Mediator). Parents can then provide this to their legal advisor who can assist with preparations to present to the court as required.

Northern Frontiers Mediation is based in stunning Cairns, Far North Queensland, and is experienced with assisting clients across the region and Australia-wide with family law mediation services. We utilise phone and videochat platforms (Skype, Zoom etc) to ensure clients have access to this service wherever they are, and without the need to be face-to-face. We are an efficient private practice with most matters able to start within 2 – 3 business days, much shorter then the standard wait-times at government-funded mediation providers.

### FAMILY LAW MEDIATION PROCESS



\* The number of mediation sessions is dependent on the willingness and ability of both parties to mediate effectively and the number of issues in dispute.

#### IMPORTANT:

In some circumstances the Mediator may assess your matter as 'Not appropriate for Mediation' and issue a s60i certificate. This may occur at any stage of the mediation process. Because Mediators are bound by strict confidentiality, you are encouraged to direct any questions you may have about the s60i certificate to your legal advisor.



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## BENEFITS OF MEDIATION

### **Comfortable**

Meet in a quiet relaxed space (in our offices, or via phone) with a neutral third person who can help you stay focussed on the job at hand. No need to give evidence or be cross-examined – just be prepared to listen to each other's concerns, propose options and work together towards agreement.

### **Keep control**

Mediation assumes families know their children best and are therefore best-placed to make decisions for them. Rather than imposing decisions on you, mediation increases the control you have over resolving your dispute.

### **Confidential**

Mediation takes place in 'a protected space'. Everything that is said is held in confidence by the Mediator and cannot be used as evidence in any court (some exceptions apply). This means you can speak openly and honestly about your concerns and seek mutual understanding without fear of publicity.

### **Affordable**

Northern Frontiers offers streamlined mediation services and that means big savings for you. We offer prompt, affordable dispute resolution that is phone accessible Australia-wide. The more agreement you reach through mediation means less money and time spent trying to settle your matter through court or other legal means.

### **Less Confrontational**

Mediation focuses on teamwork and respectful communication – so you won't be pitted against each other. In this way relationships are protected and may be enhanced. It's okay to 'get things off your chest' in a respectful way but it's not okay to discredit or attack the other party.

### **Support**

Mediators are trained in dealing with difficult situations. They act as a neutral support person for each party.



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## Frequently Asked Questions

### Is my dispute suitable for mediation?

Anything to do with parenting may be listed as an agenda item. This might include: which school the child attends; how the child spends time with each party; extra-curricular activities for the child; religion; cultural celebrations; back-up care providers; living arrangements ... You can discuss your agenda items with the Mediator during pre-mediation sessions.

### Who can start mediation?

Anyone with an ongoing interest in the care and well-being of a child can initiate family law mediation.

This includes parents (regardless of marital status or length of relationship); step-parents; grandparents, other extended family members and significant others.

### What if domestic violence is present?

Abusive behaviours may impact a person's ability to mediate safely and effectively. Mediators are trained to assess risk throughout the mediation process and will only proceed if assessed as safe to do so.

Before your Intake & Assessment Session you will be asked to complete an online self-report that includes questions about your family's functioning and well-being. This information forms part of an ongoing risk assessment. If, at any time, the Mediator identifies an unacceptable risk, mediation may cease and a S60I certificate may be issued.

### Can I have a support person with me?

A support person is welcome to attend pre-mediation sessions (i.e. Intake & Assessment and Preparing to Mediate) however both parties must agree to allow support people to attend the actual mediation.

The Mediator is ultimately responsible for participant safety and will therefore assess the risk associated with including support people before agreeing to their inclusion.

### Can I have my legal advisor with me during mediation?

Parties must agree before bringing their lawyers to mediation. Lawyer-assisted mediation sessions typically take place in a meeting room determined by the Mediator or a lawyer's office.

More time is needed to organise this kind of mediation so please let Northern Frontiers' reception know as early as possible if this is how you wish to proceed.

### Is mediation expensive?

Please refer to Page 4 for information about our rates.

Basically, the more agreement you can reach in mediation = less time and money spent on legal fees and court costs.

### Do I also need a lawyer?

We strongly recommend you seek legal advice from a family law lawyer before, during and after mediation. This is to ensure your parenting or property agreement is founded in current family law principles i.e. 'in the best interest of the child' and, in relation to property, 'fair and equitable'.

### Do I need expensive equipment for phone mediation?

No, just access to a phone and a quiet place. Although we also offer audio-visual mediation services (Zoom, Facetime etc) most people simply use their mobile phone or landline.

The Mediator will call each party into the session. So instead of worrying about complicated technology we make it easy for you to focus on the important task of resolving your family dispute.

### How soon can I start?

As soon as you like!

The longest you might wait for an Intake & Assessment Session is 1-3 business days.

In preparation for the session you will be asked to complete an online self-report designed to inform the Mediator about your family situation.

The self-report usually takes 15-20 minutes to complete.



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## Learn how mediation saves you time and money

Family Law Mediation offers an inexpensive way of resolving your family dispute. As a private mediation service Northern Frontiers has streamlined its processes in order to offer prompt, affordable services that are telephone-accessible throughout Australia. No need to take days off work, travel long distances or pay for taxi fares and accommodation etc. You can now mediate from the comfort of your chosen location, and without the need for face-to-face sessions.

Mediation sessions typically run between 2 – 3hrs (shorter and longer sessions can be arranged, dependent on the issues to be discussed, and by prior arrangement). Matters are usually resolved within 1 – 3 mediation sessions, and largely depends on the number and complexity of agenda items.

### Family Dispute Resolution Rates - Pricing

Service Type	Session Type	Session Length	Session Rate
Family Dispute Resolution	Intake, Assessment & Pre-Mediation Session	Up to 70 min	\$195 per person
	Joint Mediation Sessions	2-3 hour sessions	\$145 per person per hour
<b>PRIORITY SERVICE</b>	Upon request, and for certain appropriate matters, Northern Frontiers Mediation offers a Priority Service. This requires both parties to make their time available and we condense the initial stages of the mediation process. This Priority Service means we can complete the mediation process within 1 – 2 weeks. Please contact our Reception team on 1300 90 81 70 or email to <a href="mailto:reception@northernfrontiers.com.au">reception@northernfrontiers.com.au</a> to enquire about this service.		
Child Consultation	Interview session with Child Consultant	Up to 45 mins	\$170 per session

\* All mediation sessions incur an additional 30 minute administration fee.  
This covers the cost of recording and distributing your agreement.

### **PRIORITY SERVICE**

I&A and PTM Sessions can be undertaken together. Priority clients have access to weekend appointments. Both parties must agree to utilise the Priority Service and make themselves available for sessions in a timely manner.



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